



# City of Tempe

## SOCIAL SERVICES COUNSELOR I+

### JOB CLASSIFICATION INFORMATION

|                                |                |                                 |                             |
|--------------------------------|----------------|---------------------------------|-----------------------------|
| <i>Job Code:</i>               | 226            | <i>FLSA Status:</i>             | Exempt                      |
| <i>Department:</i>             | Human Services | <i>Salary / Hourly Minimum:</i> | \$55,204                    |
| <i>Supervision Level:</i>      | Supervisor     | <i>Salary / Hourly Maximum:</i> | \$74,525                    |
| <i>Employee Group:</i>         | SUP            | <i>State Retirement Group:</i>  | ASRS                        |
| <i>Status:</i>                 | Classified     | <i>Market Group:</i>            | Sr. Recreation Coordinator+ |
| <i>Drug Screen / Physical:</i> | Y              | <i>EEO4 Group:</i>              | Professionals               |

### DISTINGUISHING CHARACTERISTICS

This is the entry-level class in the Social Services Counselor series. This class is distinguished from the Social Services Counselor II+ by the performance of administrative and analytical duties including conducting assessments and evaluations.

### REPORTING RELATIONSHIPS

Receives general supervision from a Social Services Supervisor or other management staff.

### MINIMUM QUALIFICATIONS

|                                 |  |
|---------------------------------|--|
| <i>Experience:</i>              | Two years of experience providing counseling services (i.e. assessment and case management) in area appropriate to position's assignment. Bilingual preferred.   |
| <i>Education:</i>               | Equivalent to a Bachelor's degree from an accredited college or university in a relevant field of study. This is a non-clinical position and an entry-level class in the Social Services Counselor series. |
| <i>License / Certification:</i> | None   |

### ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform professional level duties in the psychological assessment and counseling of various types of clientele. This is a dual concept classification with positions either providing counseling or case management in areas such as community mediation probation, diversion, treatment, crisis intervention and substance abuse screening.

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Perform other duties such as assisting in the evaluation of operations of the programs administered, recommending improvements, assisting in implementing changes and objective, participating in other tasks forces as required, and attending professional training courses in accordance with licensure and certification requirements.
- Maintain thorough and accurate records and produce reports in accordance with treatment plan, licensure requirements, and internal agency requirements.
- Prepare and present informational sessions or psychoeducational workshops on assigned program area.
- Provide proactive performance planning utilizing performance management tools.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

### **When assigned to CARE 7:**

- Conduct assessments and evaluation including psychosocial histories and analysis of presenting and underlying problems/issues to determine diagnosis, client needs and appropriate treatment plan and options.
- Develop treatment plans to determine client goals/objectives, interventions, and target dates for achievement. Monitor program compliance. Analyze, evaluate, and adjust treatment programs to needs of client.
- Maintain records and produce reports in accordance with treatment plan, licensure requirements, and internal agency requirements.
- Consult and coordinate issues as appropriate with such entities as school officials, neighborhood representatives, public assistance workers, and other public and private agency officials to seek assistance and coordinate solutions to participant/client problems.
- Perform related duties as assigned.

### **When assigned to Community Supervision:**

- Conduct risk-need assessments and analysis of presenting and underlying problems/issues to determine client needs and appropriate treatment plan and options.
- Refer program participants to community providers to complete necessary treatment/education as determined by assessment.

- Provide case management services for participants in diversion and probation programs, with monitoring and referral to other treatment providers.
- Monitor program compliance. Analyze, evaluate, and adjust treatment programs to needs of client. Assist clients in successful completion of assigned program; report completions to court and prosecutor.
- Consult and coordinate issues as appropriate with such entities as the City Attorney's Office, municipal courts, superior court, police, probation departments, school officials, neighborhood representatives, public assistance workers, and other public and private agency officials to see assistance and coordinate solutions to participant/client problems.
- Coordinate and provide guidance to such individuals as Bachelor and Master level interns; participate and training in onboarding of new employees.
- Perform related duties as assigned.

## PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Pending

## COMPETENCIES

| CLASSIFICATION LEVEL | INCLUDES      | COMPETENCIES   |
|----------------------|---------------|--|
| Foundational         | All Employees | Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn |
| Non-Supervisory      | In Addition > | Teamwork, Customer Service, Initiative, and Dependability / Reliability                              |
| Supervisory          | In Addition > | Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others                   |
| Manager              | In Addition > | Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring       |
| Deputy Director      | In Addition > | Entrepreneurship and Networking  |
| Director             | In Addition > | Organizational Vision  |

*For more information about the City of Tempe's competencies for all classifications:*

[City of Tempe, AZ : Competencies](#)

## JOB DESCRIPTION HISTORY

*Effective December 1997*

*Revised November 2000 (Creation of flex-class)*

*Revised December 2006*

*Revised Nov 2010 (Removed optional driver's license statement)*

*Revised February 2015 (Revised education exp for level I)*

*Revised August 2019 (Job duties and added when assigned to Care 7 & Community Supervision)*